IN THE CLAIMS

1 2. (Currently Amended) A method of managing institutional telephone activity
2 between a calling party and a called party, wherein the method comprises:
3   providing an account for each calling party, wherein the account comprises
4   calling party entitlements, ~~wherein~~ at least some entitlements are based on
5   ~~the~~ a calling party's class;
6   creating an institutional communication connection with a calling terminal
7   following initiation by the calling party, wherein each institutional
8   communication connection comprises an external communication request
9   from the calling party that initiated the institutional communication
10   connection, the communication request sufficient to establish
11   communication between the calling party and the called party;
12   identifying the calling party;
13   analyzing each external communication request received from the calling party to
14   determine its called party parameters;
15   comparing the called party parameters to the calling party entitlements to
16   determine whether the calling party is entitled to communicate with the
17   called party and denying the external communication request if the
18   comparing returns a negative result; and
19   determining whether the calling party has an active account and denying the
20   external communication request if the determining returns a negative
21   result.

1 3. (Previously Presented) A method according to claim 2, wherein the method
2 further comprises the step of:
3   establishing the communication based on the comparing.

1 4. (Previously Presented) A method according to claim 2, wherein the method
2 further comprises the steps of:
3   placing the calling party on hold;
4   establishing communication with the called party;

2

5   calculating a rate to charge the called party for the communication;

6   announcing the rate to the called party;

7   prompting the called party for acceptance or refusal of the rate;

8   receiving a response from the called party; and

9   establishing communication between the calling party and the called party based

10   on the response.

1   5.   (Cancelled)

1   6.   (Previously Presented) A method according to claim 2, wherein the

2   comparing comprises the steps of:

3   identifying the calling terminal; and

4   determining whether the calling party is entitled to use the calling terminal;

5   wherein the communication is denied if the determining returns a negative result.

1   7.   (Previously Presented) A method according to claim 3, wherein the

2   establishing comprises the steps of:

3   initiating a second communication connection; and

4   bridging the institutional communication connection with the second

5   communication connection.

1   8.   (Currently Amended) A method according to claim 2 3, wherein the

2   ' establishing comprises the steps of:

3   placing the calling party on hold;

4   initiating the connection with the called party;

5   detecting completion of the connection;

6   providing identification of the calling party to the called party;

7   prompting the called party for acceptance or refusal of communication with the

8   calling party; and

9   receiving a response from the called party to the prompting;

10   wherein the response determines whether the calling party and the called party are

11   connected.

3

1   9.   (Previously Presented) A method according to claim 2, wherein the method

2 further comprises the step of:

3   providing the called party with an option to prohibit any future calls from the

4   calling party.

1   10.   (Previously Presented) A method according to claim 2, wherein the method

2 further comprises the step of:

3   providing the called party with an option to prohibit future calls from the location

4   of the calling party.

1   11.   (Previously Presented) A method according to claim 2, wherein the method

2 further comprises the step of:

3   replaying a call origination message to the called party.

1   12.   (Previously Presented) A method according to claim 2, wherein the account

2 contains data representative of telephone numbers.

1   13.   (Previously Presented) A method according to claim 2, wherein the account

2 contains data representative of personal identities.

1   14.   (Previously Presented) A method according to claim 3, wherein the account

2 contains data indicating whether to record the communication by the calling party.

1   15.   (Previously Presented) A method according to claim 3, wherein the account

2 contains data indicating whether to record the communication to the called party.

1   16.   (Previously Presented) A method according to claim 3, wherein the account

2 contains data indicating whether to monitor the communication by the calling party.

1   17.   (Previously Presented) A method according to claim 3, wherein the account

2 contains data indicating whether to monitor the calling party terminal.

4

1   18.   (Previously Presented) A method according to claim 3, wherein the account
2 contains data indicating whether to monitor the communication to predetermined telephone
3 numbers.

1   19.   (Previously Presented) A method according to claim 3, wherein the account
2 contains data indicating whether to monitor the communication to the called party.

1   20.   (Previously Presented) A method according to claim 3, wherein the account
2 contains data indicating called parties to whom communications should be not recorded.

1   21.   (Previously Presented) A method according to claim 3, wherein the method
2 further comprises the step of:
3   providing administrative control to initiate recording of the communication.

1   22.   (Previously Presented) A method according to claim 3, wherein the method
2 further comprises the step of:
3   providing administrative control to initiate administrative monitoring of the
4   communication.

1   23.   (Previously Presented) A method according to claim 3, wherein the method
2 further comprises the step of:
3   providing administrative control to terminate the communication.

1   24.   (Previously Presented) A method according to claim 3, wherein the method
2 further comprises the step of:
3   monitoring the communication for fraud detection events.

1   25.   (Cancelled)

1   26.   (Previously Presented) A method according to claim 3, wherein the method
2 further comprises the step of:
3   storing in the account data representative of the communication.

5

1   27.   (Previously Presented) A method according to claim 3, wherein the method

2 further comprises the step of:

3   storing keywords in the account.

1   28.   (Previously Presented) A method according to claim 27, wherein the method

2 further comprises the step of:

3   monitoring the communication for the keywords.

1   29.   (Previously Presented) A method according to claim 3, wherein the

2 identifying comprises biometric voice verification.

1   30.   (Previously Presented) A method according to claim 29 wherein the

2 biometric voice verification occurs continuously during the communication.

1   31.   (Previously Presented) A method according to claim 29, wherein the

2 biometric voice verification comprises the steps of:

3   digitizing a first sample of the calling party;

4   storing the first sample;

5   digitizing a second sample of the calling party from the communication;

6   storing the second sample; and

7   comparing the first sample to the second sample for verifying identification of the

8   calling party.

1   32.   (Previously Presented) A method according to claim 29, wherein the

2 biometric voice verification comprises the steps of:

3   digitizing a first sample of the called party;

4   storing the first sample;

5   identifying the called party;

6   digitizing a second sample of the called party from the communication;

7   storing the second sample; and

6

8   comparing the first sample to the second sample second sample for verifying

9   identification of the called party.

1 33. (Currently Amended) A method according to claim 29 28, wherein the

2 biometric voice verification comprises the steps of:

3   identifying the called party;

4   digitizing a first sample of the calling party;

5   storing the first sample;

6   digitizing a second sample of the called party;

7   storing the second sample;

8   digitizing a third sample of the communication;

9   storing the third sample; and

10   comparing the first sample and the second sample to the third sample.

1 34. (Previously Presented) A method according to claim 33, wherein the

2 comparing detects unauthorized parties to the communication.

1 35. (Currently Amended) A method of managing institutional telephone activity,

2 between a calling party and a called party, wherein said method comprises:

3   providing a plurality of calling terminals, a plurality of telephone lines, an

4   administrative database, and an administrative interface, wherein said the

5   database comprises an individual account for each calling party and

6   wherein each said account provides individual entitlements to each said

7   the calling party;

8   placing a communication request to the called party from one of said the calling

9   terminals by said the calling party to said called party, wherein said the

10   placing comprises said entering numeric data into one of said the calling

11   terminals;

12   accepting said the communication request;

13   identifying said the calling party;

14   analyzing said the communication request to determine parameters;

15   comparing said the parameters with said entitlements; and

7

16   conditionally establishing communication between ~~said~~ the called party and ~~said~~

17   the calling party.

1   36.   (Currently Amended) A method according to claim 35, wherein ~~said~~ the

2   method further comprises the steps of:

3   providing a digital recording buffer and a digital mass storage device;

4   monitoring ~~said~~ the system for active calls; and

5   recording ~~said~~ the active calls in ~~said~~ the buffer.

1   37.   (Currently Amended) A method according to claim 36, wherein ~~said~~ the

2   recording is continuous.

1   38.   (Currently Amended) A method according to claim 36, wherein ~~said~~ the

2   method further comprises the steps of:

3   monitoring ~~said~~ an active call for fraud detection events;

4   storing ~~said~~ the buffer contents in ~~said~~ the mass storage device if ~~said~~ the

5   monitoring returns a positive result; and

6   recording ~~said~~ the remainder of the active call in ~~said~~ the mass storage device if

7   ~~said~~ the monitoring returns a positive result.

1   39.   (Currently Amended) A system for managing institutional telephone activity

2   between a calling party and a called party comprising:

3   an interface component configured to accept an external communication request

4   from a calling party, the communication request having at least one called

5   party parameter, and the communication request sufficient to establish

6   communication between the calling party and the called party;

7   a database storing a plurality of accounts associated with calling parties, each

8   account storing permissible calling party parameters for each calling party,

9   wherein at least some calling party parameters are based on the calling

10   party's class; and

11   a screening component in communication with the interface component and the

12   database, configured to read each external communication request, query

8

13   the database for the permissible calling party parameters associated with

14   the calling party and determine whether at least one called party parameter

15   is a permissible calling party parameter and configured to determine

16   whether the calling party has an active account, the screening component

17   denying the calling party's external communication request if the active

18   account determination returns a negative result.

1   40.   (Original) The system of claim 39, further comprising a communications

2 component, in communication with the screening component, and configured to process the

3 communications request following determination by the screening component that the

4 communication request contains permissible parameters.

1   41.   (Original) The system of claim 40, wherein one of the permissible parameters

2 is a telephone number.

1   42.   (Original) The system of claim 41, further comprising a digital conversion

2 component configured to receive voice samples from the current calling party and convert

3 the voice samples to a digital format.

1   43.   (Original) The system of claim 42, wherein the screening component is

2 further configured to perform biometric voice identification on the samples generated by the

3 digital conversion component and further configured to confirm an identity of the calling

4 party based upon the results of the biometric voice identification.

1   44.   (Currently Amended) The system of ~~c~~claim 42, wherein the digital

2 conversion component is further configured store the digital samples in a buffer.

1   45.   (Original) The system of claim 42, wherein the database stores the digital

2 samples in files associated with the caller accounts.

1 46. (Original) The system of claim 44, wherein the accounts include suspicious
2 words associated with each calling party and the screening component is further configured
3 to scan digital samples for suspicious words.